YK. 1.9 c2

Dup

QUEEN'S PRINTER AGENCY

2000/2001 BUSINESS PLAN

QPA
QUEEN'S PRINTER
AGENCY

Yukon
Government Services

MANAGEMENT SUMMARY

What is the Queen's Printer Agency?

The Queen's Printer Agency (QPA) is a unit of the Department of Government Services that supplies publishing services to government departments and public agencies who are the QPA's customers.

QPA provides a comprehensive publishing management service that enables customer agencies to focus on their core business of delivering programs to the public. The customer agencies pay for most of the QPA's services at cost, although some services are covered by funds voted to Government Services. Accountability for the manner in which services are acquired and managed is transferred to Government Services through the written service requests or requests for purchase that the customer agencies provide.

Why does the Queen's Printer Agency have a Business Plan?

The business plan is the mechanism by which the agency identifies the operating objectives of the Agency, the activities to be undertaken to meet them and the resources required.

The QPA operates partially on revenue obtained from its customer agencies, who pay for some services on a cost-recovery basis. That portion of the revenue is not voted to the QPA, but to the customer agencies who require publishing services to run their programs. The QPA business plan outlines all of activities and projected expenditures, regardless of where the money is voted in the legislature.

What are the highlights of this business plan?

The QPA manages cost effective, efficient and comprehensive publishing projects for government initiatives and programs and helps develop specifications and instructions that assist private sector firms in the execution of these projects. In 2000/2001 the QPA will:

- Increase marketing of QPA services.
- Continue to adapt forms by removing artificial barriers so the forms can be produced locally.
- Develop strategies to access printing jobs that are currently done on departmental copiers.
- Update the Visual Identity Manual.

Table of Contents

A. INTRODUCTION

1. Queen's Printer Agency 1
2. Mission 1
3. Mandate 1
4. Products and Services 1
5. Key Success Factors 3
6. Organizational Structure 3
7. Financial Structure 4

B. WORK PLAN

1. 2000/2001 5
2. Looking to the Future 6

C. BUSINESS CONCEPT

1. Performance Measurements 7
2. Financial Objectives 7
3. Production Objectives 8

APPENDIX A: Organizational Structure 9

APPENDIX B: Organization Chart 11

APPENDIX C: Financial Information 12

APPENDIX D: Operating Information 13

APPENDIX E: Department Expenditures with QPA and Private Sector 14

APPENDIX F: Customer Profile 16

APPENDIX G: Customer Service Agreement 17

ANNEX A: Rate Structure 20

ANNEX B: Priority Schedule 21

A. INTRODUCTION

The Queen's Printer Agency (QPA) business plan identifies the operating objectives of the Agency and the actions and resources required over the next year to meet them. It formalizes the agency's commitment to accomplishing the objectives and serves as a management and internal communication tool. The plan is updated annually which demonstrates that the Agency is continually looking for ways to improve.

This plan identifies the Queen's Printer Agency's operating objectives during 2000/2001 and beyond.

1. Queens Printer Agency

The QPA is a unit within the Supply Services Branch of the Department of Government Services, Government of the Yukon. Offices and production facilities are located in the Supply Services Building, 9029 Quartz Road in Whitehorse, Yukon.

QPA - a unit within the Supply Services Branch of Government Services

2. Mission

Mission:

The mission of the Queen's Printer Agency is:

To help government departments and publicly funded agencies meet their objectives by providing cost-effective, client-driven publishing services.

Publishing services

3. Mandate

Mandate:

The QPA is accountable for:

- **Bottom line results:** managing the delivery of publishing services in an entrepreneurial and business-like manner to ensure that the best use is made of government resources.
- **Client Service:** satisfying its clients' publishing and equipment planning needs.
- **Private Sector Involvement:** providing opportunities for private sector services.

- **Bottom line results**
- **Client Service**
- **Private Sector Involvement**

4. Products and Services

Products and Services:

To meet the publishing needs of its clients, the QPA provides the following services:

- **In-house, black ink print-on-demand production**

- **In-house, black ink print-on-demand production**

QPA has defined the niche it will fill in meeting government-wide printing needs, namely black ink, print-on-demand service. QPA printroom staff have the ability to supply quick turnaround and confidentiality on print projects (i.e., budget documents, Ministerial announcement, introduction of new legislation) which would be difficult to obtain from private sector printers.

Effective print-on-demand services mean that clients can order the exact number of copies they need, without having to keep an inventory on hand for some future demand. Information does not become stale because changes to originals can be made quickly and easily when the next set of copies is required. There is less paper waste than with offset printing and less waste because there are fewer unused copies. Printing costs remain the same, regardless of job size, so clients do not order more than they really need simply to get a lower unit cost. Clients also have the ability to forward jobs electronically on floppy disk or zip disk.

- **Benefits of print-on-demand:**
  - **Quick turn around**
  - **less inventory**
  - **less waste**
  - **no stale data**
  - **disk capability**

- **Creative services and graphics consulting**

QPA assists clients with creative concepts in the pre-planning stage. This helps develop cost effective, efficient and comprehensive specifications and instructions for private sector design studios. QPA helps clients liaise with private sector design studios to ensure budget, timeline and quality are maintained. QPA can also provide technical assistance to clients in the ever-changing area of digital graphics, e-mailing and transferring of graphics files as well as reading, printing and producing film from digital files. QPA maintains the latest technology and computer design equipment in the QPA design studio in order to assist clients verify, modify, edit, and archive digital graphics files.

- **Creative services:**
  - **develop concepts**
  - **liaise with private sector**
  - **technical assistance**

- **Forms design and production**

QPA assists clients in the development and design of forms. In-house design and production services in conjunction with private sector forms design studios provide clients with an efficient and economical source for their forms requirements including new forms and updated forms. QPA maintains a tracking system for government forms both chronologically and numerically by assigning code reference numbers (YG numbers), and also manages pre-press and printing of forms. QPA will continue to assess form design as revision requests are received in order to ensure all technical barriers are removed to allow local printing of forms.

- **Forms:**
  - **Design**
  - **Production**
  - **Consulting**
  - **Updating**
  - **Tracking**

- **Project management and publishing contract management**

Clients seek advice and assistance on a wide range of publishing matters from QPA Account Managers. Value-added assistance includes:

- pre-production planning and advice;
- preparing specifications for production and printing;
- obtaining competitive quotations;
- issuing and managing supplier contracts;
- preparing timelines for the production;
- advising on visual identity requirements;
- monitoring quality; and
- coordinating all the partners in the project to ensure a quality product is delivered on time and on budget.

- **Publishing management:**
  - **Pre-production planning and advice**
  - **Preparing specifications**
  - **Managing supplier contracts**
  - **Visual identity**

- **Subscription services**

QPA provides legislative documents and government publications to regular subscribers and one-time buyers. High profile publications include Hansard, Yukon Gazette, statutes and regulations. Legislative Publications Pricing Regulations, O.I.C. 1994/211, Public Printing Act, sets the fee schedule for all legislative publications. Recoveries are deposited into the Consolidated Revenue Fund.

- **Subscriptions:**
  - **Legislative documents**

5. Key Success Factors

Key Success Factors:

Key factors which ensure success in achieving the mission and mandate are:

- **Client service:** The QPA strives to be the service provider of choice for its clients, which means:
  - partnering with our clients to ensure publishing projects are delivered on time and on budget;
  - keeping up-to-date knowledge of clients' publishing needs;
  - maintaining open lines of communication with clients;
  - being service-driven, "going the extra mile" to help the client find the right solution; and
  - being knowledgeable about all aspects of publishing and willing to share this information.

- **Deliver on time and on budget**
- **Know the clients' needs**
- **Open communication with clients**
- **Know the publishing business**

- **Relationships with suppliers:** Finding the right solution to the client's needs requires solid supplier relationships in all sectors of the business, which means:
  - keeping current and familiar with our suppliers' products, services, prices and capabilities;
  - ensuring that suppliers are kept up to date on the government's publishing needs; and
  - maintaining open lines of communication, anticipating problems and dealing effectively with them when they arise.

- **Know the suppliers**
- **Ensure suppliers know the government's needs**
- **Keep open communication with suppliers**

- **Teamwork and flexibility:** Publishing encompasses a wide range of needs and services. Producing the right publishing solution means pulling together resources from several sources, which can only happen when people work together effectively.

- **Teamwork - resources working together**

6. Organizational Structure

Organizational structure

The QPA is a program activity of the Supply Services Branch of the Department of Government Services. The QPA Manager reporting to the Director, Supply Services Branch, manages day-to-day business.

Refer to Organizational Structure (Appendix A) for more information.

7. Financial Structure

Financial structure

Certain operations of the Queen's Printer Agency are expected to generate revenue sufficient to meet the operational and maintenance requirements as well as the orderly replacement of capital assets for those operations. Revenue-dependent operations include in-house black and white quick printing, and in-house graphics and forms design. The revenue dependent part of Queen's Printer Agency operates through a revolving fund governed by Section 44.3 of the Financial Administration Act. The fund has an annual limit of $350,000 for capital expenditures.

Other operations are funded by money voted directly to the QPA in the legislature. The services are provided at no charge to customers. Funded services are project management, publishing contract management, and subscription services. Fees charged for subscriptions are returned to the Yukon Government's general revenue.

Work that is contracted out to the private s or and managed by QPA is paid for by the customer agency on a direct billing basis.

B. WORK PLAN

1. In 2000/2001 QPA will:

- Increase marketing of the various services provided by QPA to all government personnel.

- Continue to liaise with government communications personnel to share information and assist in pre-planning activities in order to achieve a more proactive role in project management.

- Review and improve QPA systems and procedures to ensure efficiency and customer service levels including technical expertise.

- Develop strategies to gain access to some of the copying that is currently being done on departmental copiers including:
  - examine the possibility of offering special rates to clients who exceed a certain volume; and
  - enhance convenience and time saving tips for clients.

- Update the Visual Identity Manual.

- Examine measurables to assess whether they effectively measure the performance of the QPA.

- Enhance subscription management services:
  - arrange for on-line ordering of subscriptions.

- Continue to adapt forms by removing artificial barriers so the forms can be produced locally.

- Improve forms production, tracking and inventory systems:
  - complete implementation, installation and data input of the forms database;
  - explore opportunities for providing "low-tech" forms on disk for use in Microsoft Word; and
  - provide forms revisions and update services.

- Develop career path training plans and ensure that staff receive on-going technical and client service training with emphasis in 2000/2001 on:
  - project management and customer service,
  - database management,
  - electronic forms production and management systems training,
  - graphic design, with emphasis on managing digital files,
  - current printing and publishing processes, and
  - procurement practices.

2000/2001 Work Plan Highlights:

QPA services

Liaise with communications personnel

Review QPA systems

Develop strategies

Visual Identity

Examine measurables

On-line ordering

Remove artificial barriers

Forms management:
- **complete database**
- **"low-tech" forms on disk**
- **forms revision**

Staff development

2. Looking To The Future 2001 and Beyond

Looking to the future

Over the long term, QPA will continue to pursue the directions established in the 2000/2001 Business Plan. The facility will serve the basic needs of the government and will exist in balance with private sector printers:

- Play an active role in the on-going evolution to electronic publishing media.
- Ongoing training of new staff in the QPA systems.
- Enhance subscription management services:
  - initiate mail list management services.
- In consultation with Information Services Branch, QPA will:
  - develop on-screen, 'fill and print', linked and transmittable forms for use within Government Services on a pilot basis, and for subsequent use throughout the government.
  - Initiate development and use of electronic forms for program and administrative purposes throughout the government.

C. BUSINESS CONCEPT

1. Performance Measurements

Performance Measurements

The success of the QPA in fulfilling its mission and meeting its mandate will be measured by:

- **Overall client satisfaction** - as determined through point of service feedback surveys and focus group sessions.

  Client satisfaction

  Focus group

  A focus group will be set up to discuss client service at the Queen's Printer. This group will consist of four or five contacts from various departments that will meet four times a year.

- **Measuring volume and dollar value of all QPA Service Requests** - for in-house print-on-demand services.

  Unit costs

2. Financial Objectives

Financial Objectives:

In 2000/2001 Queen's Printer revenue will come from two sources:

Fee for service:
- **Printroom**
- **Design**

- An appropriation for all other costs.

- **Appropriation**

The QPA reviewed the rate structure and recommended an increase in rates which should help us meet the income projections for 2000/2001 laid out in Appendix B.

QPA Assets

The QPA has three main groups of assets that support the operation:

- Copiers:
  - Docutech 135 and
  - 1090 copiers.
- Finishing equipment:
  - cerlox punch and spreaders,
  - stitcher,
  - paper drilling machine,
  - paper cutter,
  - table-top folder, and
  - padding machine.
- Design unit equipment.

There are no plans for equipment disposal or replacement in the next fiscal year.

3. Production Objectives

Production Objectives

Appendix D shows that, based on actual final volumes in 1998/99, over two-thirds of all government printing (excluding printing on laser printers) is done on departmental photocopiers. Government-wide printing activity for 1997/1998 - 2000/2001 (projected) is presented in Appendix E, which shows the dollar amount done in-house and by private sector.

QPA needs to focus on developing strategies that will capture some of the printing jobs that are currently being done on departmental copiers. QPA will examine the possibility of offering special rates to clients who exceed a certain volume. The rate will be established through negotiations with the client and the volume must be guaranteed to receive the negotiated rate.

APPENDIX A

ORGANIZATIONAL STRUCTURE

The following describes the duties of the current positions in the Queen's Printer Agency:

Manager

The position manages the operations and planning of the QPA, supervises the in-house production services, provides for the delivery of the legislative document subscriptions service, coordinates the publishing management and document management programs of the Yukon Government.

The position evaluates, directs, manages and consults on publishing and printing procurement standards, systems and procedures to clients. Thirty percent (30%) of the Manager's salary is charged to the Agency, seventy percent (70%) to the legislative appropriation.

Account Managers - 3 positions

Reporting to the Manager, the incumbents ensure that the full range of their clients' publishing needs are met, either through in-house resources or through private sector contractors. The Account Managers are the primary liaison between QPA and its clients at all levels. They foster client relationships to enable effective service delivery. They provide consulting services, and provide project management and procurement functions. One Account Manager position is designated as fully bilingual to facilitate meeting the commitment to bilingual publishing services. Forty-five percent (45%) of the Account Managers' salaries are charged to the Agency, fifty-five percent (55% percent) to the legislative appropriation.

Creative Consultant/Graphic Designer

Reporting to the Manager, the incumbent performs graphic and electronic art production services to ready client publishing requests for printing, provides design consultation, conceptualizes and develops creative design ideas for documents and other published material. Forty-five percent (45%) of the Creative Consultant/Graphic Designer's salary is charged to the Agency, fifty-five percent (55%) is from legislative appropriation. (Vacant)

Forms Clerk

Reporting to the Manager, the incumbent manages the forms management information system; maintains the electronic art system; maintains the inventory management records system; compiles design, manufacturing specifications and cost information; designs and prepares camera-ready art for one-part forms (electronic and print versions); and consults with clients on services and standards on product use. Forty-five percent (45%) of the Forms Clerk's salary is charged to the Agency, fifty-five percent (55%) to the legislative appropriation.

Legislative Subscriptions/Office Administrator

Reporting to the Manager, the incumbent supplies registered subscribers with copies of legislative documents including statutes, regulations, Hansard and the Yukon Gazette; maintains the legislative subscription management database systems and information management systems; maintains, reports, and reorders product inventories; coordinates subscription listing output services for client departments as requested; facilitates coordination, packaging and shipping of subscription materials. The incumbent provides secretarial support services for the section and performs a variety of financial and administrative support functions. (The salary for this position is from legislative appropriation).

Operations Support Assistant

Reporting to the Manager, the incumbent enters client work orders, client projects and other support data into the information management system; responds and coordinates clients' requests and services through contact with the Account Managers, graphic design services, printroom production and subscription services; coordinates reports on all aspects of QPA production and services activities. Fifty percent (50%) of the Operations Support Assistant salary is charged to the Agency, fifty percent (50%) to the legislative appropriation.

Printroom Operator II

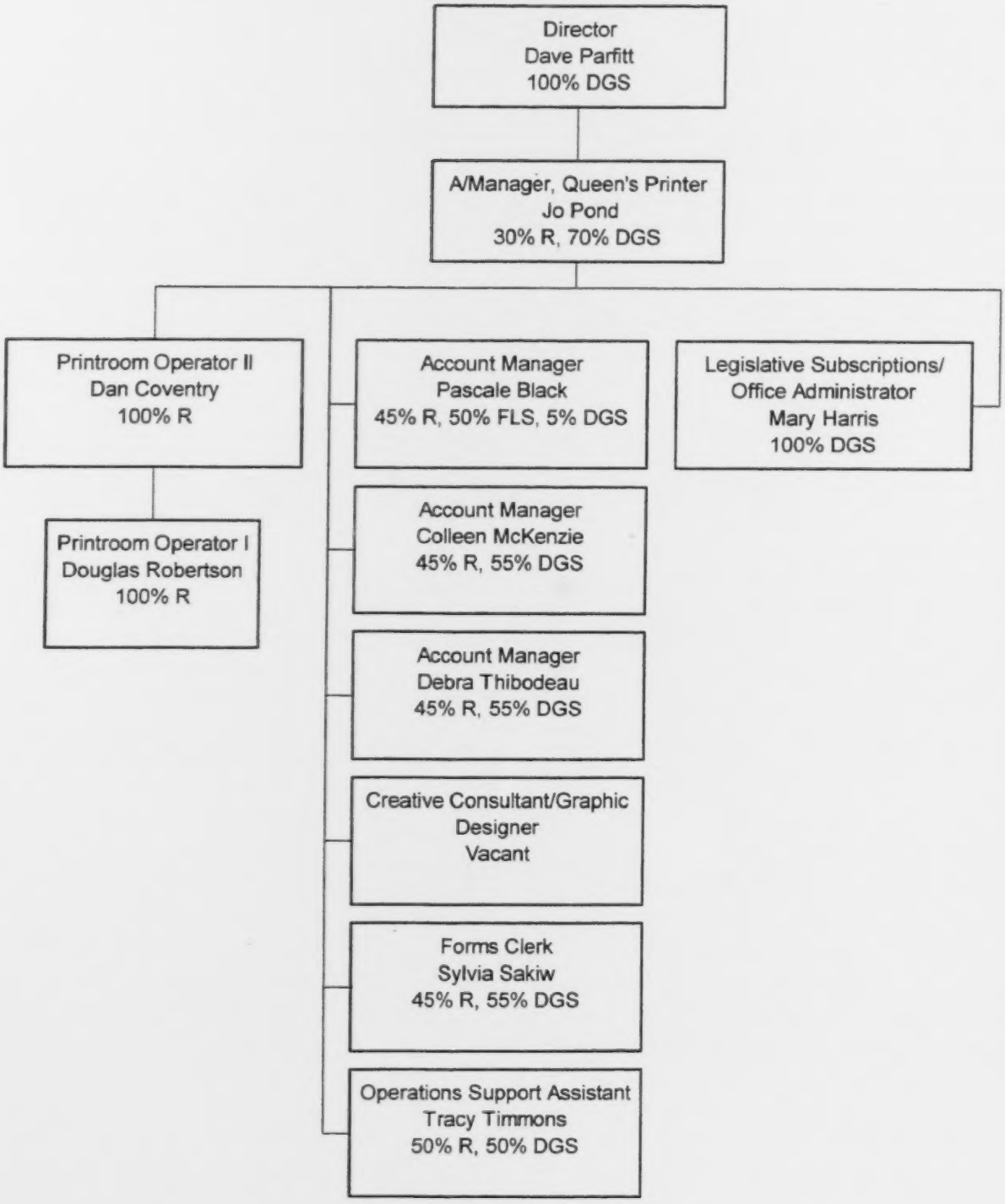
Reporting to the Manager, the incumbent is responsible for overseeing the activities carried out in the Queen's Printer printroom. The incumbent operates the duplicating and bindery/finishing equipment in the printroom. Responsibilities include managing printroom production traffic, managing printroom supplies and performing operations maintenance of the equipment. One hundred percent (100%) of the Printroom Operator II's salary is charged to the Agency.

Printroom Operator I

Reporting to the Printroom Operator II, the incumbent operates the duplicating and bindery/finishing equipment in the printroom. One hundred percent (100%) of the Printroom Operator I's salary is charged to the Agency.

APPENDIX B

ORGANIZATION CHART



R = Revenue
FLS = Bureau of French Language Services
DGS = Appropriation

APPENDIX C

FINANCIAL INFORMATION

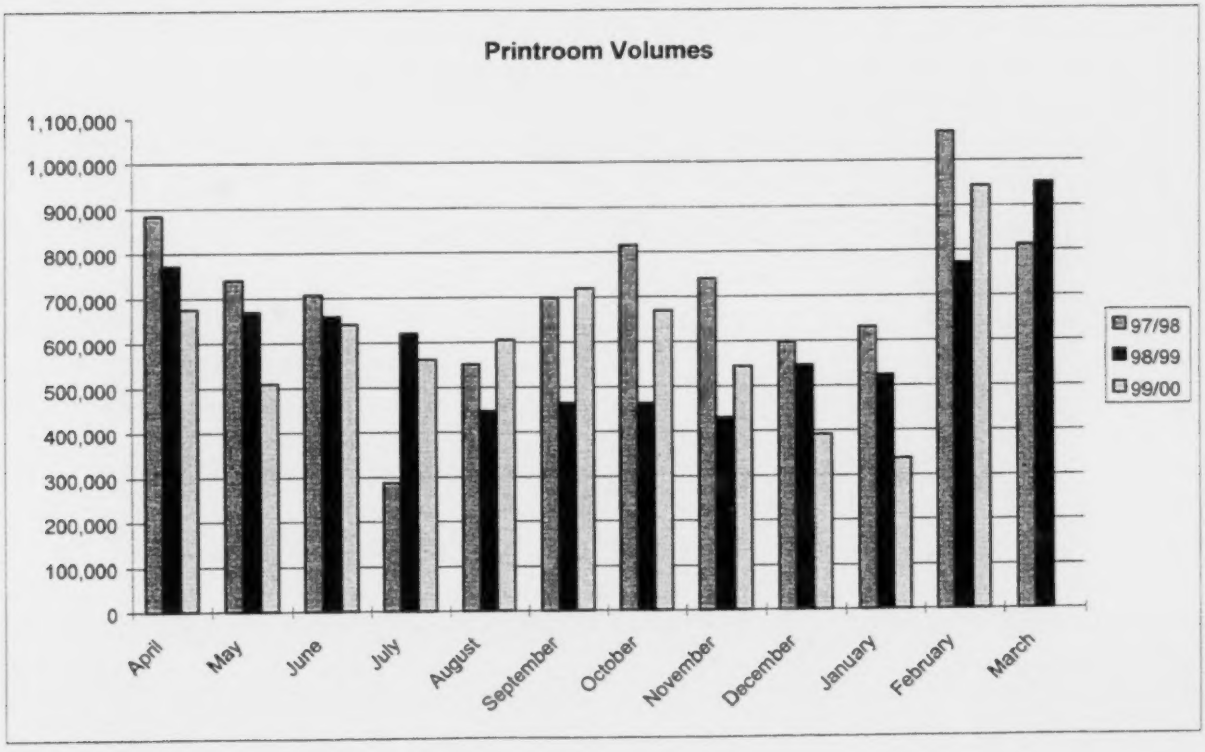
COMPARATIVE INCOME STATEMENT

		2000/2001 Estimate	1999/2000 Projected	1998/1999 Actual
REVENUE:				
In-house Printing & Design				
In-house printing by YTG Departments		500,000	404,000	356,000
In-house graphic/forms design		30,000	10,000	23,000
	Sub-total	530,000	414,000	379,000
Other Services				
Bureau of French Language Services		87,500	85,000	47,000
Appropriation O&M		296,000	327,000	327,000
	Sub-total	383,500	412,000	374,000
TOTAL REVENUE		913,500	826,000	753,000
EXPENSES:				
In-house Printing & Design				
Personnel Costs		242,000	199,500	208,000
Contract Services		20,000	18,000	16,000
Repairs And Maintenance		91,000	86,000	89,000
Supplies		80,000	61,000	66,000
Postage And Freight		0	0	1,000
Communications		2,000	2,000	2,000
Interest		3,000	6,500	10,000
Amortization Expense		32,000	28,000	28,000
Printing		60,000	13,000	0
	Sub-total	530,000	414,000	420,000
Other Services				
Personnel Costs		242,800	270,000	260,000
Employee Travel Outside Yukon			0	1,000
Contract Services		107,900	108,000	60,000
Repairs And Maintenance		4,000	4,000	0
Rental Expense			0	0
Postage And Freight		1,500	2,000	1,000
Advertising		6,700	7,000	2,000
Program Materials		7,100	7,000	39,000
Non Consumable Assets			0	0
Other			0	11,000
Interest			0	0
Printing		13,500	14,000	0
	Sub-total	383,500	412,000	374,000
TOTAL EXPENSES		913,500	826,000	794,000
NET INCOME		0	0	(41,000)

APPENDIX D

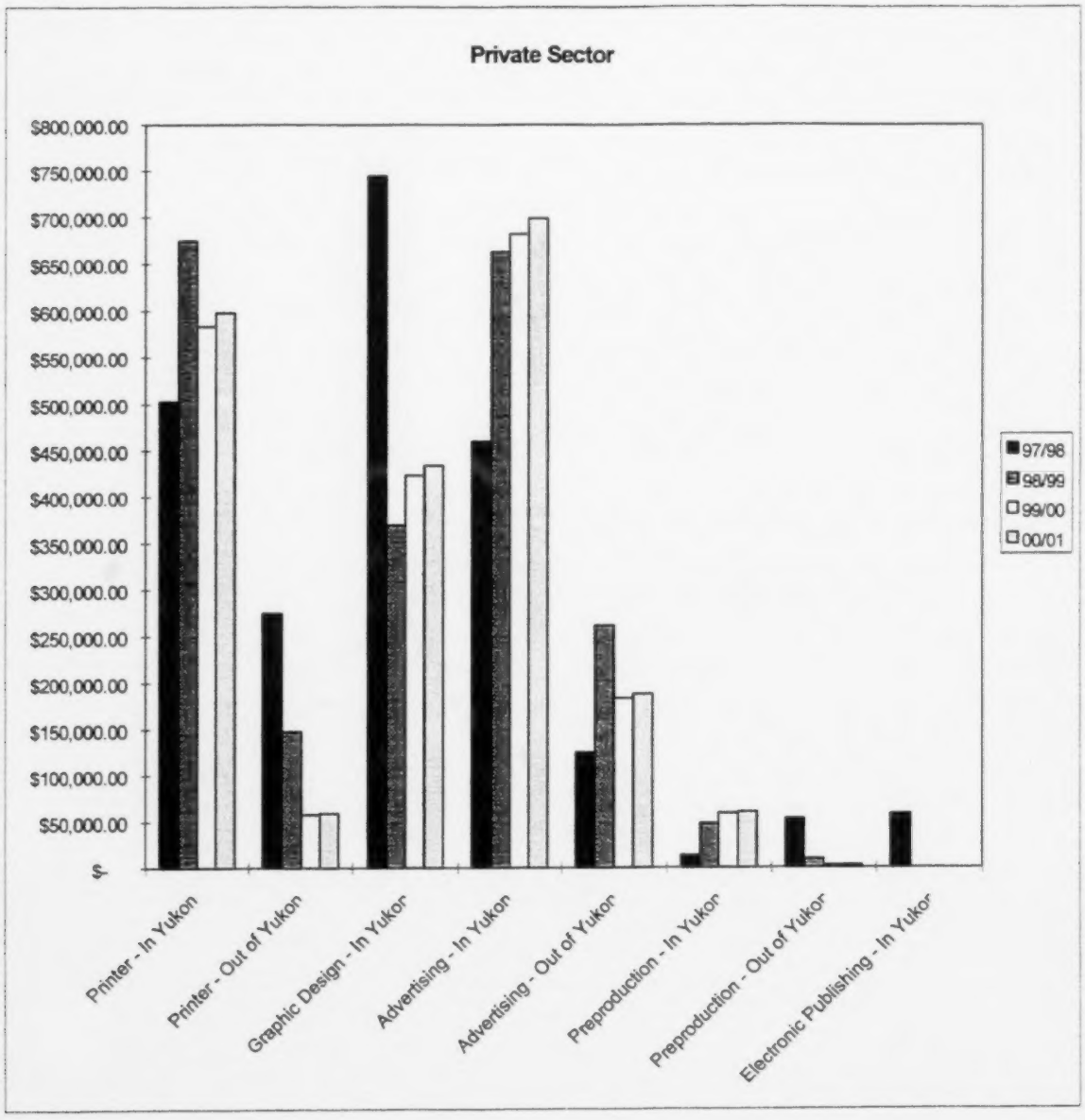
OPERATING INFORMATION

Copy Volume		
	QPA	Departmental Copiers
1997/98 Actual	8,536,000	16,515,000
1998/99 Actual	7,324,000	15,831,000
1999/00 Projected	7,500,000	15,000,000
2000/01 Estimate	7,500,000	15,000,000



APPENDIX E
DEPARTMENTAL EXPENDITURES WITH QPA AND PRIVATE SECTOR

	QPA	Private Sector (In Yukon)	Private Sector (Out of Yukon)
1997/98 Actual			
Advertising		459,500	125,000
Graphic Design	18,900	744,500	
Pre-production		13,500	52,500
Printing		503,000	275,000
Electronic Publishing		57,700	
Postage			40,900
Printroom	382,500		
Total	**401,400**	**1,778,200**	**493,400**
1998/99 Actual			
Advertising		662,500	261,500
Graphic Design	23,000	369,700	
Pre-production		47,600	9,700
Printing		674,500	147,500
Printroom	356,000		
Total	**379,000**	**1,754,300**	**418,700**
1999/00 Projected			
Advertising		681,800	183,200
Graphic Design	10,000	423,600	
Pre-production		58,500	2,500
Printing		583,500	57,300
Printroom	404,000		
Total	**414,000**	**1,747,400**	**243,000**
2000/01 Estimate			
Advertising		698,900	187,800
Graphic Design	30,000	434,200	
Pre-production		60,000	2,600
Printing		598,100	58,700
Printroom	500,000		
Total	**530,000**	**1,791,200**	**249,100**


Private Sector
$800,000.00
$750,000.00
$700,000.00
$650,000.00
$600,000.00
$550,000.00
$500,000.00
$450,000.00
$400,000.00
$350,000.00
$300,000.00
$250,000.00
$200,000.00
$150,000.00
$100,000.00
$50,000.00
$-
97/98
98/99
99/00
00/01
Printer - In Yukon
Printer - Out of Yukon
Graphic Design - In Yukon
Advertising - In Yukon
Advertising - Out of Yukon
Preproduction - In Yukon
Preproduction - Out of Yukon
Electronic Publishing - In Yukon

APPENDIX F

CUSTOMER PROFILE

Printroom Services
(Based on Dollar Value of Service Requests Processed)

Department	Estimate 2000/2001	Projected 1999/2000	Actual 1998/99	Actual 1997/98
Legislative Assembly	3,100	2,400	2,300	2,600
Executive Council Office	54,400	42,500	32,800	53,700
Education	115,000	89,700	85,600	102,900
Economic Development	23,400	18,300	24,200	23,800
Justice	23,300	18,200	15,300	14,300
Community & Transportation Services	36,200	28,300	35,300	33,600
Public Service Commission	35,300	27,600	20,400	29,600
Women's Directorate	4,200	3,300	4,000	2,900
Finance	39,700	31,000	28,700	32,300
Tourism	15,100	11,800	9,700	12,300
Renewable Resources	37,400	29,200	25,900	33,300
Health & Social Services	57,500	44,900	35,500	24,400
Government Services	81,900	64,000	54,500	35,200
Departments - Other	100	100	700	600
Yukon Housing	0	0	200	0
Yukon Liquor	1,000	800	400	0
Yukon Development	0	0	0	0
YWCHSB	2,400	1,900	3,000	0
Yukon College	0	0	200	0
Corporations - Other	0	0	100	0
TOTAL	530,000	414,000	378,800	401,500

SUBSCRIPTION SERVICES

Product	Estimate 2000/2001	Projected 1999/2000	Actual 1998/99	Actual 1997/98
Hansard	3,100	3,100	1,724	3,160
Statutes	16,200	16,200	9,870	16,262
Regulations	9,900	9,900	6,736	9,957
Yukon Gazette	22,000	22,000	21,464	22,119
Other	13,800	13,800	2,319	13,860
TOTAL	65,000	65,000	42,113	65,358

APPENDIX G

CLIENT SERVICE AGREEMENT

INTRODUCTION

This agreement sets out the publishing services the Queen's Printer Agency will provide in the Fiscal Year 2000/2001. It defines any terms and conditions which affect the services being provided.

The objective is to foster certainty and confidence for clients in the services they receive from the Queen's Printer Agency.

QPA commits to provide to the Client all the services listed below and will strive to help meet other related publishing needs wherever possible.

SERVICES PROVIDED

The services offered to all clients include:

- **In-house, black ink print-on-demand production.**

QPA has defined the niche it will fill in meeting government-wide printing needs, namely black ink, print-on-demand service. QPA printroom staff have the ability to supply quick turnaround and confidentiality on print projects (i.e., budget documents, Ministerial announcement, introduction of new legislation) which would be difficult to obtain from private sector printers.

Effective print-on-demand services mean that clients can order the exact number of copies they need, without having to keep an inventory on hand for some future demand. Information does not become stale because changes to originals can be made quickly and easily when the next set of copies is required. There is less paper waste than with offset printing and less waste because there are fewer unused copies. Printing costs remain the same, regardless of job size, so clients do not order more than they really need simply to get a lower unit cost. Clients also have the ability to forward jobs electronically on floppy disk or zip disk.

- **Creative services and graphics consulting**

QPA assists clients with creative concepts in the pre-planning stage. This helps develop cost effective, efficient and comprehensive specifications and instructions for private sector design studios. QPA helps clients liaise with private sector design studios to ensure budget, timeline and quality are maintained. QPA can also provide technical assistance to clients in the ever-changing area of digital graphics, e-mailing and transferring of graphics files as well as reading, printing and producing film from digital files. QPA maintains the latest technology and computer design equipment in the QPA design studio in order to assist clients verify, modify, edit, and archive digital graphics files.

- **Forms design and production**

QPA assists clients in the development and design of forms. In-house design and production services in conjunction with private sector forms design studios provide clients with an efficient and economical source for their forms requirements including new forms and updated forms. QPA maintains a tracking system for government forms both chronologically and numerically by assigning code reference numbers (YG numbers), and also manages pre-press and printing of forms. QPA will continue to assess form design as revision requests are received in order to ensure all technical barriers are removed to allow local printing of forms.

- **Project management and publishing contract management**

Clients seek advice and assistance on a wide range of publishing matters from QPA Account Managers. Value-added assistance includes:

- pre-production planning and advice;
- preparing specifications for production and printing;
- obtaining competitive quotations;
- issuing and managing supplier contracts;
- preparing timelines for the production;
- advising on visual identity requirements;
- monitoring quality; and
- coordinating all the partners in the project to ensure a quality product is delivered on time and on budget.

- **Subscription services**

QPA provides legislative documents and government publications to regular subscribers and one-time buyers. High profile publications include Hansard, Yukon Gazette, statutes and regulations. Legislative Publications Pricing Regulations, O.I.C. 1994/211, Public Printing Act, sets the fee schedule for all legislative publications. Recoveries are deposited into the Consolidated Revenue Fund.

TERMS AND CONDITIONS

Several terms and conditions affect this service commitment, as follows:

Printroom Production:

- Printroom production requested by the Client will be costed on the basis of the rate structure defined in Annex A.
- Each month, QPA will provide to the Client an invoice which will detail all printroom jobs completed that month for the Client and other information as agreed to.
- QPA will endeavor to provide one (1) to three (3) day turnaround where the Client's deadlines require such service. The Client will endeavor to make requests as far in advance of their deadlines as possible. Where it is not possible to meet the Client's printroom service request, QPA will, upon prior approval of the Client, contract the work to private sector suppliers, at the cost of the Client.
- Priority will be given to service requests as per the ranking defined in Annex B. Where service requests with a higher ranking than the Client's are received, they will take priority, and may affect the turnaround time for the Client's request. QPA will endeavor to help in any way possible to minimize any resulting inconvenience to the Client.

Design Services:

Design Services requested by the client will be costed on the basis of the rate structure defined in Annex A.

All Other Services:

All other services will be provided without cost to the Client, except where QPA incurs costs for work contracted out to private sector suppliers.

On behalf of (name of Client Department):

Name: _____

Title: _____

Signature: _____ Date: _____

On behalf of Queen's Printer Agency:

Name: _____

Title: _____

Signature: _____ Date: _____

Annex A: Rate Structure

		Costing Unit	Materials	Cost/Unit
Design Unit Rate:				
Graphic Design Services		Hour		$35.00
Form Design Services		Hour		$30.00
Printroom Rates:				
Pre-press (cut & paste, screen photos, etc.)		Hour		$30.00
Impression Charges	Docutech and 1090	Impression		$0.0395
Binding				
	Stitching (corner/side)	each		$0.05
	Thermal 8 1/2 x 11	each		$0.40
	Cerlox – small (1/4 - 3/8)	each		$0.50
	Cerlox – medium (1/2 – 1)	each		$1.00
	Cerlox – large (1 1/4 – 2)	each		$1.50
Other Finishing				
	Cutting/trim	per order		$4.00
	Folding - machine	per sheet		$0.02
	Padding	per pad		$0.29
	Drilling 3 holes	per 1K sheets	0.00	$2.00
Paper (Note 1)				
	8 1/2" white 20 lb	each	$0.0125	$0.0125
	8 1/2" colour 20 lb	each	$0.0164	$0.0164
	8 1/2" white 20 lb drilled	each	$0.0143	$0.0143
	14" white 20 lb	each	$0.0156	$0.0156
	14" colour 20 lb	each	$0.0197	$0.0197
	17" white 20 lb	each	$0.0208	$0.0208
	17" colour 20 lb	each		
	8 1/2" Tag	each	$0.0932	$0.0932
	14" Tag	each	$0.1539	$0.1539
	Plainfield Plus 120 lb	each	$0.0496	$0.0496
	8 1/2" Tag manilla 9 pt	each	$0.0546	$0.0546
	14" Tag manilla 9 pt	each	$0.1537	$0.1537
Cover stock (Note 1)				
	11" 50 lb	each	$0.044	$0.044
	11" 65 lb	each	$0.054	$0.054
	11" 80 lb	each	$0.091	$0.091
	14" 50 lb	each		
	14" 65 lb	each		
	14" 80 lb	each	$0.117	$0.117
	17" 50 lb	each		
	17" 65 lb	each		
	17" 80 lb	each	$0.226	$0.226
Tab dividers		each	$0.12	$0.12
Handling		per order		$4.00
Courier (Note 1)		trip	N/A	$4.50
Packaging		each	N/A	$3.85
Business Cards (Note 1)				
	Black ink only – one sided	100		$40.00
		200		$40.00
		500		$45.00
		1000		$50.00
	Surcharge – black ink only – two sided	Per order		$25.00
	Surcharge – black and pantone – one sided	Per order		$30.00
	Surcharge – black and pantone – two sided	Per order		$55.00

Note 1: Paper, cover stock, courier and business cards are subject to change. They will be charged at market value.

Annex B: Priority Schedule

Priority is given to in-house production of the following materials, in descending order:

- **Legislative Materials** - Hansard, Gazette, Acts, Regulations, materials for the Legislative Assembly.
- **Finance** - budget materials.
- **Executive Council Office** - including direct ministerial requests, ministerial statements, time-sensitive Bureau of Statistics materials, Land Claims priority documents, Elections Office materials.
- **Specifications** - for public tenders.
- **Program Materials** - schools, departmental copying and printing, general operational and last minute requests.
- **MLA Newsletters** - limits on the number of requests are specified by the Member Services Board. Requests are authorized by the Clerk of the Assembly.
- **Non-profit** - services for non-profit groups may be made through the sponsoring department.

LIBRARY AND ARCHIVES CANADA
Bibliothèque et Archives Canada
3 3286 53951776 9